

Tricks for Easier Login to eRETA

You might have experienced issues when trying to access eRETA at some point in the past. Typically the issues occur when logging into the PBS Extranet Portal (<https://extportal.pbs.gsa.gov>), where eRETA and several other GSA PBS applications are located. Below are some tricks to best reduce the chance of these login issues occurring.

Choose the “Phone/Mobile” Option for your One Time Passcode (OTP) / Registration Code

After going to <https://extportal.pbs.gsa.gov> and entering your Username (e.g. government email) and passcode, you will be prompted to choose a delivery method for your OTP / Registration Code (see image below). To avoid login issues, we strongly encourage users to select the “Phone/Mobile” option to receive the OTP to their phone (personal or government phone). We strongly discourage users from selecting the “Email” option, since this has been associated with continued login issues for users.

Please choose the delivery method for your Registration Code.

Email xxxxx@gsa.gov

Phone/Mobile xxx-xxx-2970

Voice SMS/Text

Submit

Delivery options to receive One Time Passcode (OTP)

What if the “Phone/Mobile” option does not show up for me?

Send an email to the PBS National Application Helpdesk (NAH) at COPBSApp@gsa.gov with the phone number you would like to use to receive your OTP when logging in. Once they confirm it is added, you should be able to utilize it going forward when logging in.

What if I do not have a government phone?

You can use your personal phone! You follow the same instructions in the Q&A above and provide COPBSApp@gsa.gov with your personal phone number.

What if I do not want to use my personal phone, and the only work phone I have is a landline?

You would choose the “Voicemail” option to receive an audio recording of your OTP via voicemail.

What if I do not want to use my personal phone and I do not have a government phone?

In this case, you would continue utilizing the “Email” option to receive your OTP.

What if I am still experiencing login issues even after utilizing the OTP option via text/voicemail?

If you continue to experience login issues, we recommend you email the PBS NAH at COPBSApp@gsa.gov and cc the eRETA mailbox (eRETA@gsa.gov) so we are aware of your issue. The NAH team will work with you to address your access issues.

Bookmark the right link!

To help avoid login issues, only use <https://extportal.pbs.gsa.gov> as your browser's eRETA bookmark. Bookmarking any other link may result in difficulties logging into the PBS external Portal where eRETA is located.

BONUS KNOWLEDGE: Training, training and more training!

The FY2021 Training Plan will include a mix of eRETA and RWA Policy and Process training sessions. Click the links below to register!

- **RWA Policy**
 - [March 9: 1-2:30pm ET](#)
- **eRETA Digest**
 - [May 11th: 1-2:30pm ET](#)

Questions about eRETA or RWAs that you cannot find on www.gsa.gov/ereta or www.gsa.gov/rwa? Email eRETA@gsa.gov for eRETA system-related questions or AskRWA@gsa.gov for general RWA-related questions.